

Did you know?...

7 ou have the right to express your concerns about patient safety and quality of care.

There are several avenues open

- Through the ICE website.
- The Hospital Customer Relations Officer at 760-830-2475, or any of the Customer Relations representatives in the Hospital clinics, or directly to the Joint Commission via: E-mail at

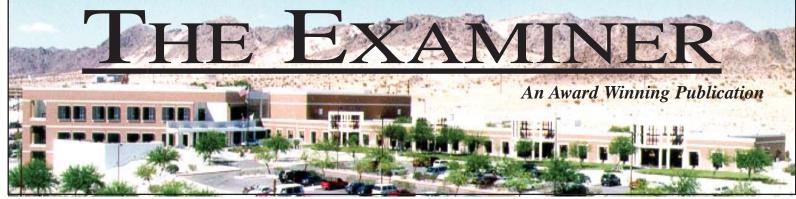
complaint@jointcomission.org Fax: 630-792-5636

The Joint Commission Oak Renaissance Boulevard Oakbrook Terrace, IL 60181

o report Fraud, Waste and Abuse contact one of the below offices by calling:

Naval Hospital: 760-830-2764 Combat Center: 760-830-7749 NavMedWest: 1-877-479-3832 Medical IG: 1-800-637-6175 DoD IG: 1-800-424-9098

Public Affairs Office Commanding Officer
Naval Hospital Public Affairs Office
Box 788250 MAGTFTC
Twentynine Palms, CA 92278-8250



Officer, Sailors and Civilians of the Quarter Honored

he Officer and Civilians of the Quarter for the period July 1 through September 30, 2012 and the Sailors and Blue Jacket of the Quarter for the period from April 1 through June 30, 2012 were honored at the December command award ceremony.



Lt. Sarah Certano

Lieutenant Sarah Certano, Nurse Corps Officer assigned to the Emergency Medicine Department was selected as the hospital's Officer of the Quarter for the period from July 1 through September 30, 2012.

Her citation reads, "You are an exemplary Naval Officer who should be emulated by all her peers. Your determination, commitment, and energy have resulted in the provision of high

quality emergency care for all beneficiaries. Specifically, you expertly maintained training records for 28 staff members meeting command training compliance of 100 percent for four consecutive months. You provided excellent customer service by conducting three patient contacts improving patient satisfaction. You personally maintained national board certifications in both emergency and medicalsurgical nursing while completing 56 hours of graduate education in pursuit of a Master's of Science degree in Healthcare



Dan Scranton

Administration/Public Health. You were selected as the Navy Medicine West Junior Nurse Corps representative for the Navy Nurse Corps' Strategic Planning meeting."

Mr. Dan Scranton, Facilities Manager was named Senior Civilian of the Quarter.

His citation reads, "The pride you have for the hospital is seen through your continued efforts to improve the facility you call your own. Self sacrifice, diligence, and mentorship are a few of the profound characteristics you display on a daily basis which motivates those around you and has created a facilities department that radiates with pride and excellence. Your leadership is a profound example for those around you and has led to the delivery of consistent quality facility service support."

Mrs. Jenna Lancaster, Command Suite Administrative Assistant has been chosen as the Junior Civilian of the Quarter.

Her citation reads in part, "As an invaluable member of the Operating Management Department, you performed all functions of the Information Desk, as well as assisted the Command with correspondence, serialization, Command recall, forms management, access control, and the Everbridge system. Your customer service skills are



Jenna Lancaster

top notch. You continually go the extra mile to assist other staff members and patients, regardless of whether or not it

Continued on page 5

Patients seen in December -- 10,204 **Appointment No Shows in December -- 611**

In December we had a 5.6 percent no show rate. We need to keep trending downward by keeping the appointments we make, or by canceling in enough time for someone else to use the slot...

To help patients obtain appointments, the Naval Hospital now shows the number of open appointment slots each day on the hospital Facebook site, check it out.

To make an appointment call -- 760-830-2752 To cancel an appointment call -- 760-830-2369

How Can I Put Those New Year's Resolutions into Action?

By Martha Hunt, MA, CAMF Health Promotion and Wellness Robert E. Bush Naval Hospital

ne of the first things people do in the New Year is make resolutions to be a better person, to be kinder, to take more time with family and friends and to try to be healthier.

Unfortunately, we sometimes get overwhelmed with our resolutions and end up leaving them along the road of life somewhere.

How can we find ways to follow through with these resolutions?

Following these simple steps may help.

The What? Know exactly what to change. Do you need more information about what to change? Do you have a reliable source for information on: Diet? Exercise? Tobacco? Alcohol? Whatever else you wish to change?

Not all sources of information are accurate. Is the web page, flyer, etc trying to get you to buy something? Remember... if it is too good to be true, then it isn't. If those products that promise you ripped abs in two weeks worked (or lose weight or grow hair or ...), we would all be thinner and have better hair. That stuff doesn't work.

The Want? Decide whether you even want to change. If you don't really want to change, then nothing will happen. If you are trying to change because someone else wants you to, then you are doing it for the wrong reasons and won't succeed. You have to want to change and you have to do it for yourself, not someone else.

Sometimes wanting to change and finding the motivation can be very emotional. What if I fail? Why can't I do this right? Why won't anyone help me? Sometimes when we block ourselves emotionally, (I know I am going to fail) it is easier to change the emotional roadblock by changing your behavior first, and then work on the emotions. That means - once you are walking every day or eating less or whatever -- then you can tell yourself "see... I can do it right."

The How? Develop the seven skills you need to make the change happen:

* Set a course for success.

- * Don't bite off more than you can chew.
- * Arrange for success, not failure.
 - * Watch what you are doing.
 - * Reward your actions.
 - * Recruit a support team.
 * Have a plan to stay on track.

You need to have all of these skills, to have the best chance of success. Set a course for success. Sometimes we start with a

work for another. Why is food such a great reward (although not always healthy)? Because it fills emotional and physical needs so well. One bite = rewards two bites = guilt! Also, over time the new behavior itself becomes the reward when you start to feel better about yourself and your accomplishments. Include your rewards in your daily logs so that you

...Don't bite off more than you can chew. It is better to start small and be successful in the long run, than to aim too big and get burned out...

goal that is too general and become overwhelmed. Start with a general goal, and then specify what you have to do to achieve it.

For example: General goal: I want to eat better. Target behavior: I will eat 5 fruits and veggies every day.

Don't bite off more than you can chew. It is better to start small and be successful in the long run, than to aim too big and get burned out. So rather than immediately start eating 5 fruits and veggies every day, maybe start out as "I'll add one more fruit or veggie to my daily diet every week until I reach 5 a day"

Arrange for success, not failure. Change your environment to help you achieve success. With regards to the 5 a day goal: Don't buy a week's worth of "5 a day" at the very beginning or it will go bad in the fridge. "If I buy fruit or veggies that I like to eat -- and not so much junk -- then I will gradually replace the junk with healthier options." If you re-arrange your kitchen stocks and don't stock junk, you are less likely to eat it.

Watch what you are doing. Keep a written record of how you are doing and your progress. Keeping track of your daily progress gives you one more tool to help you achieve the change you want. "Wow! I made my goal for this week regarding the number of fruits and veggies!"

Reward your actions. We all need to be rewarded for a job well done. What works for one person as a reward, may not remember to give yourself the rewards. "I made my goal this week as to the number of fruits and veggies, so now my reward is (not Ben & Jerry's)

Recruit a support team. Our friends and family can either

support us in our goal to be healthier or they can block us and prevent us from being healthier. If your family or friends are blocking you from being healthier, then find friends who are supportive and can help you rather than hinder you. Don't allow people to shoot you down and emotionally sabotage you.

Get a "change partner" -someone who is trying to make
the same change as you and can
become your teammate.
Alternatively, have a change
supporter -- someone who isn't
trying to change the same
behavior as you, but who is supportive of your actions. "I can
go to the farmers' markets with
my neighbor and make it fun to
buy fresh fruit and veggies."

Have a plan to stay on track because a new behavior isn't second nature for a while. We have a tendency to slip back into old habits until that new behavior becomes the 'new' second nature. Keep using your daily logs so you can help prevent this drift back to old behaviors before it happens. If you see yourself drifting back to old habits, steer yourself back before you get too far off track.

For help quitting tobacco or learning new coping skills for stress, call Health Promotion and Wellness at (760) 830-2814 for more information. If you wish to see the registered dietitian, have your primary care provider put in a consult. In addition, the gyms on base provide certified fitness trainers to help you with those exercise goals.

Whatever your New Year's resolutions are -- physical, spiritual, emotional, etc -- reaching out to the wealth or resources available to you in the community will help you reach those goals and start the new year as a healthier individual.

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Patients Have Major Impact on Quality of Care Offered at Hospital

ave you ever considered that you, as a patient, have a major impact on the type and quality of care you receive at your Naval Hospital?

Every decision made by the leadership of Navy Medicine is made with you the patient in mind. How can the best possible health care be delivered to you with assets available... facilities, money and staff.

With the above in mind the Command Customer Relations Officer really needs your opinion about how the hospital is providing health care services to you.

There are several ways that you can express your opinion to

help the hospital help you.

The clinics or ancillary services such as the Pharmacy, Radiology or Laboratory have a prepared local survey forms that you can use to express an immediate concern or complement about the service they provided to you or a loved one.

The Interactive Customer Evaluation (ICE), through the Department of Defense, survey allows the hospital customers to rate, on line, the service this hospital provided. To access this survey log on to www.mccs29palms.com

Another method the hospital uses is with the Bureau of Medicine and Surgery

(BUMED) Patient Satisfaction Survey. These are randomly sent out to the hospital beneficiaries in the form of a letter from BUMED asking for your opinion about a recent visit to one of the clinic providers.

If you took the time to open that letter and followed the directions to participate in the survey, then you have provided valuable input into future important decisions Navy leadership will make in determining the type and quality of care you will receive at your Navy Hospital.

The purpose of this survey is to provide an evaluation of the health care you receive. This information will provide tools for leadership to make informed decisions about the type of care that will be made available to you; it will provide insight for targeting quality improvements; it will also allow for external comparisons of other health care services in the region; and it will promote medical care that is consistent with clinical guidelines.

Other ways for you to participate in the care you receive at the Robert E. Bush Naval Hospital is to let one of the hospital's customer service reps

know your feelings... Did you feel that your health care was lacking in some way? Were you totally happy with the services you received? Either way, it is important for the hospital to know how they are taking care of you.

You are invited to drop a line to the Customer Relations Officer at

NHTPcustomerrelations@med.n avy.mil to let the hospital know your opinion so they can better serve you.

Navy Medicine Rolls Out New Campaign to Deter 'Bath Salts' Designer Drug Use

By Valerie A. Kremer, U.S. Navy Bureau of Medicine and Surgery Public Affairs

FALLS CHURCH, Va. (NNS) -- Navy Medicine announced the launch of a new informational video and poster regarding the health risks and dangers of the synthetic amphetamine known as "bath salts" and other designer drugs, Dec. 20.

The public service announcement video and poster was be distributed for display throughout the fleet and are available for download at http://www.med.navy.mil/Pages/Syntheticdrugs.asp x.

The new media products focus on the dangers of bath salts and are part of the long-term awareness and deterrence campaign Navy Medicine launched last year on synthetic and designer drugs. This effort is also part of an overall Navy communications plan with partners at the Naval Personnel Command and the Naval Criminal Investigative Service and other commands.

The education and awareness campaign from Navy Medicine supports the Navy's zero-tolerance policy on designer drug use, as well as highlights the real and present risks of bath salts. The campaign's goal is to decrease the number of active-duty service members who use designer drugs like bath salts and the synthetic marijuana "Spice" because they are falsely marketed as a "legal" way to get high.

According to Navy Medicine psychiatry resident Lt. George Loeffler at the Naval Medical Center San Diego, the adverse health effects from bath salt use can range from lack of appetite to kidney failure, muscle spasms, severe paranoid delusions, and psychosis. Several cases of long-term inpatient hospitalization and suicide have been reported and Loeffler has firsthand experience treating service members at Navy military treatment facilities with these symptoms.

"I would say not just as the naval officer, but as

your doctor, bath salts will not only jack up your family and your career, it will jack up your mind and body too," said Loeffler in the PSA now available online.

The Bath Salts campaign's slogan, "Bath salts: It's not a fad...It's a nightmare," reflects the hallucinogenic effect of bath salts, which are a non-regulated designer drug comprised of a synthetic cathinone, or amphetamine, that can have a dangerous or debilitating effect on the user.

"As the leader of the medical community for the Navy and Marine Corps, I cannot emphasize enough to our Sailors and Marines that using synthetic drugs really is just like playing Russian roulette with their health, not to mention their career," said Vice Adm. Matthew L. Nathan, U.S. Navy surgeon general said in an editorial written for the Union Tribune in San Diego earlier this year.

The bath salts campaign further supports the Navy Surgeon General's mission for all commanding officers and others in positions of leadership to be fully engaged in their command's implementation plan to continually communicate and educate all hands as to the Navy's zero-tolerance policy on designer drug use.

"The U.S. military represents a microcosm of our much larger population and in many ways strives to be a reflection of the society we serve, so we share many of the same health and safety issues as the general population, including the increased use of these dangerous and debilitating drugs - which not only affect our service members' health, but also our readiness as a military force," said Nathan.

"For nearly two years now, Navy leaders have taken a multitiered approach to combating this escalating issue in our forces, and with our partners in the Naval Criminal Investigative Service, Naval Personnel Command and throughout our naval enterprise, we have made progress in deter-

Continued on page 7

Please join us!

he Robert E. Bush Naval Hospital Family Readiness Group (FRG) will be meeting Tuesday, Jan. 15, from 11:30 a.m. to 12:30 p.m. in Classroom 5.

The FRG is open to all active duty, retired and civilian spouses and family members.

This is an open group created to support the families and Individual Augmentee's (IA's) who are deployed from the Naval Hospital.

Please join us... Children are welcome and snacks will be provided. Please, come and be a part of this important group.

Individual Augmentee Reception and Valentine Craft Workshop Calling all IA's and families

Are you or your spouse currently deployed, recently returned or planning to deploy? Please join us for an IA reception!

We are putting together Valentine care packages for IA's deployed from the hospital. Children are welcome! Crafts will be provided, valentines and snacks will be served by the Family Readiness Group. We are trying to reach out to our IA community and want to send our support to all. Please join us! Wednesday, Jan. 30 from 4:30 to 6 p.m. in Classrooms 4&5 in hospital basement.

For more information or Questions, please contact Shelly at 619-517-9090.

Super Stars...



Ericka Andaya, Pharmacy, receives a 5-year Federal Length of Service Award.



Lt. Jackie Ponce, Post Anesthesia Care Unit, receives a Navy and Marine Corps Commendation Medal.



HM2 Brittany Diaz, Laboratory, is frocked to her current rank as a petty officer 2nd class.



at his recent reenlistment ceremony.



Ann Denslow, Materials Management Dept., receives a 25-year Federal Length of Service Award.



HM1 Lilia Rubio, Physical Therapy, is frocked to her current rank of petty officer first class.



HM2 Ricky Galan, Maternal Infant Nursing Dept., is frocked to his current rank of petty officer 2nd class.



HM2 Richard Gibbs is frocked to his current rank of petty officer 2nd class.



HM2 Nicole Thompson, Command Suite, is frocked to her current rank of petty officer 2nd class.



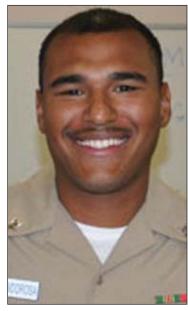
Lt. Cmdr Kristina DePaolo-Carlin, Staff Pediatrician, receives a Navy and Marine Corps Commendation Medal.



YN2 Robert Fields, Manpower Dept., takes the oath during his recent reenlistment ceremony.



HM2 Robert Sharkey, OB-GYN Clinic, is frocked to his current rank of petty officer 2nd class.



HM3 Cesar Bidorosa, Primary Care Clinic, is frocked to his current rank of petty officer third class.

People of the Quarter Honored...

Continued from page 1



HM3 Luke Murray, Adult Medical Care Clinic, receives a Flag Letter of Commendation.



HN Matthew Moffitt, Maternal-Infant Nursing Dept., receives a Flag Letter of Commendation.



HM3 Gennadiy Birman, Multi-Service Ward, is frocked to his current rank of petty officer 3rd class.

falls under your direct line of responsibility."

The Senior Sailor of the Quarter, HM1 Matthew Skipworth, Branch Health Clinic China Lake; Junior Sailor of the Quarter, HM3 Luke Murray, Adult Medical Care Clinic; and Blue Jacket of the Quarter, Hospitalman Matthew Moffitt, Maternal Infant Nursing Department each received a Flag Letter of Commendation from Rear Admiral Clinton F. Faison, III, Commander Navy Medicine West.

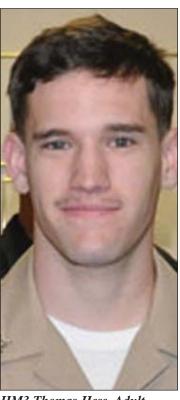
In each of these commendations Faison stated, "This prestigious recognition sets these Sailors apart as true professionals and personifies the enlisted community's reputation of high standards of performance and conduct."



HMC William Monroe, OB/GYN Clinic takes the oath at his recent reenlistment ceremony.



PS3 Jason Grelck, Manpower, is frocked to his current rank of petty officer 3rd class.



HM3 Thomas Hess, Adult Medical Care Clinic is frocked to his current rank of petty officer 3rd class.



HM3 Dominique Lemons, Physical Therapy, takes the oath at his recent reenlistment ceremony held at 12:12 p.m. on 12-12-12.



HM3 Vince Lo, TRICARE Ops, is frocked to his current rank of petty officer 3rd class.



HM3 John Miller, Post Anesthesia Care Unit, is frocked to his current rank of petty officer 3rd class.



HMC Terry Morocco is piped ashore at his retirement ceremony.

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Births of Note at Naval Hospital...



Dana Baker admires her daughter, Stella who was born at the Naval Hospital on 12-12-12. Stella's father is Cpl. Trevor Baker who is deployed to Afghanistan with 2/7. The Baker's call Tucson Arizona home.



Rhenalee and Staff Sergeant Marlou Pascual welcomed Natalie Taylor who was born at 11:05 a.m. on new year's day at the hospital. This is a second child for the family. Natalie has a 3-year old brother, Elway, at home. The Pascual family hails from Honolulu, Hawaii.

January is Tobacco Cancer Prevention Month

By Martha Hunt, MA CAMF Health Promotion and Wellness Robert E. Bush Naval Hospital

igarette smoking is directly responsible for at least one-third of all cancer deaths every year in the United States.

According to the National Cancer Institute, lung cancer is the leading cause of cancer death among both men and women in the United States.

Ninety percent of lung cancer deaths among men and approximately 80 percent of lung cancer deaths among women are due to smoking. In addition, we now know

that women show very few if any of the signs of lung cancer until it is too late.

Tobacco use is also responsible for these cancers: acute myeloid leukemia (AML), bladder, breast, bone marrow cancers (leukemia's), cervical, colorectal, esophagus, head and neck cancers, Hodgkin's lymphoma (Epstein Barr virus positive), kidney, larynx, liver, lung, mouth and lip, nasal, oral cavity, ovarian, pancreatic, pharynx, prostate cancer - makes it worse, but doesn't cause it, skin, stomach, testicular and vulva.

While smokers are more likely to develop lung cancers, those who use smokeless tobacco are more likely to develop cancers of the head and neck such as mouth and tongue and gastric cancers such as stomach, esophagus

and pancreas. In fact, dippers have 67 times higher rates of pancreatic cancer when compared to non-dippers.

The health risks with tobacco use are not limited to smokers and dippers -- exposure to environmental tobacco smoke (ETS) significantly increases a nonsmoker's risk of developing lung cancer. ETS is the smoke that nonsmokers are exposed to when they share air space with someone who is smoking. Nonsmokers who are exposed to secondhand smoke at home or work increase their lung cancer risk by 20-30 percent. Secondhand smoke exposure causes an estimated 3,400 lung cancer deaths annually among adult nonsmokers in the United States

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MOHCAT - Mobile Audiometric Testing for Hearing Conservation

earing is one of the five human senses. Inability to properly hear can compromise individual and team safety.

Because hazardous noise is the number one occupational health hazard in the military, Hearing Conservation Programs are mandated by the Department of Defense through Navy and Marine Corps instructions to help protect hearing through requiring annual testing and education.

To support Commands in meeting their hearing conservation program requirements, the Naval Hospital Twentynine Palms received a Mobile Occupational Hearing Conservation Audiometric Truck, known as MOHCAT in October.

The MOHCAT is a specially designed RV-style truck with an enclosed sound treated hearing booth that allows up to 6 individuals to be tested every 10 minutes.

Within the MOHCAT, a certified Hearing Conservation Technician who directs patients into the booth and then provides individual testing.

After testing, the technician educates patients on their results as well as on hearing, hearing loss and hearing protection. Patients receive same day notification of significant threshold shifts (STS) and if needed, follow up testing is scheduled.

The MOHCAT is designed to make audiometric testing as easy as possible for Commands by providing door-to-door hearing test services at various Command locations.

It is an effective and efficient way to test groups of individuals. The vehicle provides a time-effective system for testing, decreasing time away from the job and providing a flexible alternative to meet hearing requirements.

One of the biggest challenges with hearing conservation is a lack of understanding of hearing loss Hearing loss is not a visual injury and often individuals can piece together enough information to make sense of the information that is lost. Hearing is compromised in low visibility, at a distance, and in the presences of competing sounds.

Because precise hearing is vital in following commands and being aware of the environment, piecing together information can result in safety issues.

Hearing loss is real and is often given little value even though it is used daily for communication and localizing and recognizing sounds in our environment.

Deep inside the ear are tiny hair cells that are like piano keys for perceiving various pitches. A visual way to compare the hair cells is to visualize a field of wheat. The hair cells bend from sound pressure waves just like stalks of wheat bend from wind blowing across a field. As the hair cells bend, they stimulate the nerve ending that send signals to the brain.

When huge gusts of wind blow across fields of wheat, like those from hurricanes and tornados winds, the stalks of wheat in the field can become destroyed, leaving only certain sections standing but weak. This is the same for our ears when we are exposed to hazardous noise. Unfortunately for the human ear unlike the stalks of wheat, the hair cells do not grow back and permanently limit and distort the sounds going to the brain. The

only way to protect the hair cells is through consistent use of hearing protection.

The MOHCAT provides not only support to Commands in helping them efficiently meet their hearing requirements but also is a visual reminder of the importance of hearing preservation. To schedule the MOHCAT use for your Command, contact the Hearing Conservation Program at 760-830-2002.

Cancer Prevention Month...

Continued from page 6

Tobacco contains over 7,000 chemicals, including nearly 80 that are known to cause cancer (carcinogens). The risk of developing lung and other tobacco-associated cancers is related to total lifetime exposure to tobacco as well as genetic factors that may predispose you to cancer. In other words, if cancer 'runs' in your family, using tobacco greatly increases your risk of developing cancer.

Your tobacco use also affects your children's risk of cancer. Children who grow up in tobacco households have higher rates of nasal and sinus cancer, childhood acute lymphocytic leukemia (all), lymphoma, testicular cancer and brain tumors. They also grow up having a higher risk of cancer as adults.

The risk of tobacco related cancer includes the number of cigarettes a person smokes each day and or the amount of smokeless tobacco used per day, the age at which tobacco use began, the number of years a person has used tobacco and their second hand smoke exposure

If you do develop cancer and you continue to use tobacco while undergoing treatment, you will have worse side effects such as nausea and vomiting and tobacco use will reduce the effectiveness of the cancer treatment as a whole.

For more information on the link between tobacco and cancer, go to www.cancer.gov. The single most important thing you can do to prevent cancer is to not use any form of tobacco and don't let anyone use it around you and your children. If you need help quitting tobacco, talk to your medical provider or call Health Promotion and Wellness at (760) 830-2814 for more information.

There is no longer a four-week long tobacco cessation class and all counseling is done one on

Deter 'Bath Salts'...

Continued from page 3

ring and detecting use."

Nathan affirmed that the Navy will continue to highlight the issue of synthetic drug use by delivering sustained and targeted messages throughout the Navy and Marine Corps.

"We cannot over-communicate this issue," said Nathan.

"Accountability for those who abuse these substances will help deter their use."

Navy Medicine is a global health care network of more than 63,000 Navy medical personnel around the world who provide high quality health care to more than one million eligible beneficiaries. Navy Medicine personnel deploy with Sailors and Marines worldwide, providing critical mission support aboard ship, in the air, under the sea and on the battlefield.?

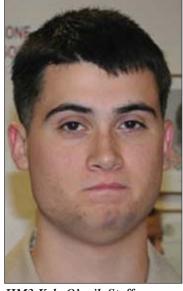
For more news from Navy Medicine, visit www.navy.mil/local/mednews/.

Super Stars...

Continued from page 5



HM3 Matthew Moffitt, Maternal Infant Nursing Dept., is frocked to his current rank of petty officer 3rd class.



HM3 Kyle O'neil, Staff Education and Training Dept., is frocked to his current rank of petty officer 3rd class.



HM3 Zachary Seals, Adult Medical Care Clinic, is frocked to his current rank of petty officer 3rd class.



CS2 Luis Sanchez, Combined Food Services, takes the oath at his recent reenlistment ceremony.



Virginia Ward, Workforce Management Support Specialist for the hospital is honored at her recent retirement ceremony.



HM3 Vince Lo and HM3 Thomas Hess recently graduated from the Marine Corps Air Ground Combat Center Corporals Course. Shown here is from left to right, HMC William Monroe, HMC Casey Wheeler, HM1 Michael Garner, HMC Willie Crawford, HM3 Vince Lo, HMC Tamara Marks, HM3 Thomas Hess and HMC Victor Isarraraz.